

SECTION C-11

PERFORMANCE REQUIREMENTS DOCUMENT

(Supply)

C-11. Supply—Description of Services.**C-11.1. Scope of Work.**

This description of services describes the United States Army Garrison, Fort Sam Houston Supply support services that shall be performed by the Service Provider. The purpose of this Performance Requirements Document (PRD) and the resulting contract is to obtain efficient, cost-effective Base Operations (BASOPS) services for all activities on Fort Sam Houston, its sub-installations, leased facilities, and other off-post sites as defined in appropriate support agreements. The estimated quantities of work are listed in C-11.4. Technical Exhibit 6, Estimated Annual Workload and Associated Factors.

The Service Provider shall perform all operations specified in the PRD beginning on the first day of the base performance period. All work or requirements that have been started by the Government, but not completed as of the first day of the base performance period, shall be completed by the Service Provider.

C-11.2. Summary of Expectations.

The Service Provider shall requisition, receive, store, ship, issue, deliver, and account for installation property. The Service Provider shall manage and maintain property book records for the USAGFSH, AMEDDC&S, MEDCOM, Fifth U.S. Army Headquarters, and other tenant activities of the installation. The Service Provider shall be responsible for property control, storage and warehousing, and materiel management for all active and reserve components of the military services and other authorized customers in the 63 county south Texas support area. The Service Provider shall provide Supply Support Activities (SSAs) for all classes of supplies and equipment except medical (Class VIII), and engineering unique items (a section of Class IV). The Service Provider shall requisition, receive, store, ship, deliver, and manage materiel until issued to customers or disposed of according to National Inventory Control Point (NICP) instructions. The Service Provider shall operate and manage a Central Issue Facility (CIF) for centralized accountability, issue, stockage, exchange, inspection, classification, and turn-in of Organizational Clothing and Individual Equipment (OCIE). The Service Provider shall manage and operate the Troop Issue Subsistence Activity (TISA) to include, but not limited to, the requisition, storage, issue, inventory, and accountability for all subsistence items for issue to dining facilities, field rations for units of the active Army, Army Reserve, Army National Guard, ROTC units within the southeast Texas support area, and any military unit using Camp Bullis facilities or requiring subsistence support. The Service Provider shall plan, coordinate, and execute the Installation Food Program. The Service Provider shall operate and manage an Ammunition Supply Point (ASP) and Fuel Dispensing Facilities. The Service Provider shall coordinate tailoring, sewing, and alteration services for eligible customers with the current sewing service provider. The Service Provider shall operate, maintain, and update all required automated supply systems. Service Provider shall ensure quality work performance in accordance with applicable standards and guidelines. A consolidated listing of mandatory and advisory documents applicable to this PRD is contained in C-11.4., Technical Exhibit 4, Publications and Forms.

The Service Provider shall be responsible for applying appropriate mandatory and advisory technical standards, resources, and priorities to fulfill product and service requirements, aiding the customer in defining and quantifying his expectations of satisfactory quality, and performing any rework necessary to yield a final product or service that will ensure high customer satisfaction. See Technical Exhibit 1 and Technical Exhibit 7 for a listing which includes, but is not limited to, services for which the Government has identified at least one type of standard which is significant to satisfactory performance. The absence of comprehensive Government standards does not absolve the Service Provider of the overall responsibility to generate high quality products and services according to normal business practices and industry standards, nor does this condition detract from Government enforceability nor limit the rights or remedies of the Government under all provisions of the contract.

The normal operating hours for Supply services shall be from 7:00 A.M. to 5:00 P.M. Monday through Friday, excluding government holidays. In addition to direct coordination with supported customers, the Service Provider shall also coordinate with other Government offices and Government Contractors to the extent necessary to ensure satisfactory performance under this PRD and to effect a smooth hand-off of work to and from other Government or contracted service providers.

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C-11.3. Services Performed.

C-11.3.1. The Service Provider shall operate and manage an Ammunition Supply Point (ASP).

- C-11.3.1.1. *The Service Provider shall operate, maintain, and update automated ammunition supply systems as required.* The Service Provider shall perform routine daily functional maintenance of the Standard Army Ammunition System-Modernization (SAAS-MOD) and Training Ammunition Management Information System (TAMIS) systems as required. The Service Provider shall provide training to authorized users of SAAS-MOD and TAMIS systems as required.
- C-11.3.1.2. *The Service Provider shall verify and validate training ammunition requirements and requisition ammunition and explosives.* The Service Provider shall receive, verify, and consolidate unit training ammunition forecasts quarterly. The Service Provider shall requisition each Department of Defense Identification Code (DODIC) for ammunition, verify signature of approving authority, and submit request to ammunition depot. The Service Provider shall enter requests into SAAS-MOD and verify order status sheets with document register files.
- C-11.3.1.3. *The Service Provider shall process receipts of ammunition shipments.* The Service Provider shall inspect and process documentation for all shipments of ammunition and explosives. The Service Provider shall verify the document register with receipts. The Service Provider shall verify storage bunker locations and process all receipts through the SAAS-MOD.
- C-11.3.1.4. *The Service Provider shall provide ammunition briefings to unit commanders and other authorized personnel as requested.* The Service Provider shall provide information on ammunition and explosives to include, but not limited to, issue, turn-in and safety. The Service Provider shall provide advice, assistance, and response to ammunition inquiries as requested.
- C-11.3.1.5. *The Service Provider shall process requests for issue and turn-in of ammunition.* The Service Provider shall verify customer authorization to receive ammunition and enter the issue request in SAAS-MOD. The Service Provider shall complete physical issue of ammunition and explosives, post the issue to the magazine data card, and enter applicable records into SAAS-MOD. The Service Provider shall receive and process requests for turn-in, receive unused ammunition and recoverable components of ammunition issues, validate against issue quantities and type, post to stock record accounts, and enter turn-in through the SAAS-MOD. The Service Provider shall inspect turn-ins and place serviceable ammunition into inventory for reissue. The Service Provider shall coordinate and process disposition of non-serviceable ammunition turn-ins. The Service Provider shall verify customer authorization to transport ammunition and conduct an inspection of the transportation vehicle to ensure all local, state, and federal safety requirements are met.
- C-11.3.1.6. *The Service Provider shall maintain records and lot cards for all receipts, issues, inventory adjustments, disposal, suspensions, and shipments of ammunition and explosives.* The Service Provider shall perform reconciliation of all issues and turn-ins. The Service Provider shall request and adhere to disposition instructions from Industrial Operations Command (IOC), Rock Island, Illinois for ammunition stocked for over one year. The Service Provider shall conduct and record quarterly inventories of ammunition and explosives and enter into the SAAS-MOD.
- C-11.3.1.7. *The Service Provider shall store ammunition and explosives and maintain adequate stock levels.* The Service Provider shall maintain, update, and post access rosters for personnel authorized entry to the ASP. The Service Provider shall ensure safety and security of restricted areas storing ammunition and explosives and display appropriate warning signage. The Service Provider shall maintain adequate operational, training, and basic levels of ammunition and explosives.

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C-11.3.1.8. *The Service Provider shall prepare and submit ammunition reports and information as required.* The Service Provider shall consolidate and submit reports to include, but not limited to, ammunition transactions, training transactions, monthly allocations, and status of ammunition on order to the government official. The Service Provider shall prepare and distribute correspondence providing guidance on ammunition and explosive supply procedures, policies, and notices of ammunition suspensions or restrictions to all supported units. The Service Provider shall use TAMIS to submit the Worldwide Ammunition Report as requested by FORSCOM.

C-11.3.2. The Service Provider shall operate, maintain, manage, and perform storage and warehouse functions.

C-11.3.2.1. *The Service Provider shall operate, maintain, and control storage and warehouse functions.* The Service Provider shall provide a safe, clean, and efficient warehouse operation and best utilize storage space and facilities to prevent loss, damage, and deterioration of supplies and materiel. The Service Provider shall provide storage appropriate to the material nature of items. The Service Provider shall inspect storage locations to identify expired products and dispose of products as required. The Service Provider shall perform preventive maintenance on material in storage as required. The Service Provider shall track and record locations for stored items and designate new locations for materiel. The Service Provider shall secure all weapons received and maintain a roster of personnel authorized to enter arms storage. The Service Provider shall provide temporary storage for items to include, but not limited to, items awaiting customer pickup or issue.

C-11.3.2.2. *The Service Provider shall receive, verify, inspect, and warehouse or issue incoming shipments of supplies and equipment.* The Service Provider shall receipt incoming shipments and inspect materiel for quantity, damages, shortages, and overages and complete a Report of Discrepancy as required for damaged, missing, or incorrect materiel. The Service Provider shall break down and assemble materiel as required and place items into stock, notify customer for pickup, or deliver as applicable. The Service Provider shall annotate receipt documents for stock items with assigned location of materiel and maintain stock control files and enter all transactions into the automated supply system. The Service Provider shall verify customer authorization for receipt of materiel upon pickup or delivery, validate invoice with materiel received, and issue materiel to customer as required.

C-11.3.2.3. *The Service Provider shall prepare shipping documentation and pack outgoing shipments.* The Service Provider shall verify address and Department of Defense Activity Address Code (DODAAC) and obtain appropriate fund sites for outgoing shipments. The Service Provider shall pack, label, crate, palletize, weigh, and transport items for delivery to remote and local sites. The Service Provider shall ensure completeness and accuracy of shipment and required shipping documentation. The Service Provider shall deliver materiel to a central shipping location for transport.

C-11.3.2.4. *The Service Provider shall process customer turn-ins of supplies and equipment.* The Service Provider shall pickup or receive supplies and equipment as turn ins from customers supported by the installation and verify proper documentation and condition code for all materiel turned in. The Service Provider shall store items appropriately based on condition codes or transport scrap and other materiel based on disposition instructions.

C-11.3.3. The Service Provider shall receive, verify accuracy of, and process requests for the purchase, transfer, and disposition of accountable supplies and equipment.

C-11.3.3.1. *The Service Provider shall receive, review, verify accuracy of, and process requests for accountable supplies and equipment.* The Service Provider shall submit validated requests for purchase of supplies and equipment through the GOVERNMENT to the Accountable Officer for approval. The Service Provider shall assign a document number to installation supplies and equipment using the appropriate DODAAC and forward requisitions to the appropriate purchasing activity. The Service Provider shall process high priority requisitions off-line when required. The Service Provider shall place documents in suspense for supplies and equipment requests. The Service Provider shall maintain appropriate records for all property transactions and submit documents to the Accountable Officer for review and approval. The Service Provider shall maintain

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management control number registers for local assigned stock numbers for local purchase equipment. The Service Provider shall conduct follow-up, cancellation, or modification and maintain documentation for all transmittals.

- C-11.3.3.2. *The Service Provider shall validate and process customer receipts for supplies and equipment.* The Service Provider shall verify receiving documents for installation supplies and equipment with suspense documents and submit issue forms to warehouse or customer. The Service Provider shall verify signature for authorization and process the transaction through the appropriate automated supply system. The Service Provider shall verify and reconcile all shipment discrepancies. The Service Provider shall process issues to hand receipt holders.
- C-11.3.3.3. *The Service Provider shall maintain and update installation hand receipt records and supported customer records.* The Service Provider shall submit requests to the Accountable Officer to establish new hand receipt and customer record accounts, update expired accounts, and delete obsolete accounts as required. The Service Provider shall perform and reconcile physical inventories with customers and stock record files, prepare required documentation, process adjustments as necessary, and submit to the Accountable Officer for review and approval. The Service Provider shall process transfers of equipment as requested. The Service Provider shall receive and verify Table of Distribution and Allowances (TDA) and Common Table of Allowances (CTA) for overages and shortages and advise customers on appropriate actions. The Service Provider shall reconcile the Non-Standard Listing semiannually by changing and deleting data as required. The Service Provider shall update status for open requisitions as requested. The Service Provider shall reconcile quarterly series of serial numbers assigned to supported activities. The Service Provider shall place documents in suspense for lateral transfers of property until transaction completion.
- C-11.3.3.4. *The Service Provider shall receive, edit, and process adjustment documents.* The Service Provider shall rectify discrepancies with customers and submit changes to the Accountable Officer. The Service Provider shall provide customers with appropriate reports for all transactions. The Service Provider shall place documents in suspense for required adjustments until transaction completion.
- C-11.3.3.5. *The Service Provider shall generate, distribute, and submit reports as required.* The Service Provider shall generate, validate and distribute reports to appropriate customers to include, but not limited to, dues-out listings, Transactions Affecting Property Book Balance and Transactions not Affecting Property Book Balance. The Service Provider shall generate and submit reports to the Accountable Officer to include, but not limited to, financial dues-out reports, in-transit reports, the Standard Financial Systems (STANFINS), Initial Interface Report, STANFINS General Ledger Report, and monthly Asset Visibility Reject Reports.
- C-11.3.3.6. *The Service Provider shall process requests for turn-ins of supplies and equipment and submit documents to the Accountable Officer.* The Service Provider shall place documents in suspense for requests of turn-ins until transaction completion.
- C-11.3.3.7. *The Service Provider shall identify and out-process military and civilian personnel as required using the Department of Army Installation Support Module (DAISM).*
- C-11.3.3.8. *The Service Provider shall schedule and conduct training classes monthly or as requested.* The Service Provider shall provide guidance and advice on ordering, accounting and maintaining records for, and disposing of supplies and equipment.
- C-11.3.3.9. *The Service Provider shall provide customer service and assistance.* The Service Provider shall provide customers with supply information required for customer to make informed requests. The Service Provider shall respond to customer inquiries and requests for requisition status.

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C-11.3.3.10. *The Service Provider shall operate, maintain, and update automated supply systems as required.* The Service Provider shall perform routine daily functional maintenance of the SPBS-R, TAMIS, and Standard Army Retail Supply System (SARSS) systems as required. The Service Provider shall assign user identification codes and passwords to authorized system operators and revoke access as required. The Service Provider shall change user passwords semiannually or as required. The Service Provider shall load updated federal logistical data to the accountable system monthly and semiannually.

C-11.3.4. The Service Provider shall operate and maintain Fuel Stations at Fort Sam Houston and Camp Bullis. The Service Provider shall operate clean and efficient fuel dispensing facilities and adhere to local, state, and federal safety requirements. The Service Provider shall requisition, receive, test, issue, inventory, adjust, report, and account for fuel using the Fuel Automated System (FAS) or manually as required. The Service Provider shall maintain levels of bulk fuel adequate to meet customer demand and maintain documentation for fuel consumption and storage. The Service Provider shall maintain fuel spill kits and fire equipment and notify the hazardous material response team in event of spillage.

C-11.3.5. The Service Provider shall operate and manage a Central Issue Facility (CIF) for the requisition, warehouse, maintenance, issue, and turn-in of Organizational Clothing and Individual Equipment (OCIE) using the Army Central Issue Facilities (ACIF) System and the Department of Army Installation Support Module (DAISM) system.

C-11.3.5.1. *The Service Provider shall manage, operate, and control the CIF.* The Service Provider shall compute operating levels and requisition appropriate OCIE items to maintain sufficient stock. The Service Provider shall receive, inventory, control, store, and account for OCIE items. The Service Provider shall update and maintain the ACIF system. The Service Provider shall purge hand receipt records for clothing issues quarterly and rectify discrepancies. The Service Provider shall reconcile clothing issues with authorized customers annually. The Service Provider shall maintain an updated price list for stocked items. The Service Provider shall conduct and submit annual inventories of CIF stock and appropriate adjustment documentation to the CIF property book. The Service Provider shall maintain a master schedule of the annual inventory, unit issue and return dates.

C-11.3.5.2. *The Service Provider shall issue items individually, to groups, or on temporary loan to authorized personnel.* The Service Provider shall ensure authorization for items and validate signature authority. The Service Provider shall provide information on the issue and turn-in process and items to be issued to include, but not limited to, proper care for items and requirements for item turn-in. The Service Provider shall issue special purpose items and clothing when presented with proper authorization documents. The Service Provider shall provide hand receipts to customers for items issued.

C-11.3.5.3. *The Service Provider shall accept turn-ins of OCIE.* The Service Provider shall inspect and classify all OCIE prior to acceptance of turn-ins and determine cleanliness and serviceability. The Service Provider shall restock, repair, or dispose of turned in items as appropriate. The Service Provider shall ensure individuals departing the installation have accounted for all OCIE. The Service Provider shall process Statements of Charges, Cash Collection Vouchers, or Reports of Survey as appropriate for items lost, damaged, or destroyed and submit to government official for approval. The Service Provider shall exchange items turned in by authorized personnel due to fair wear and tear, improper fit, or non-serviceability. The Service Provider shall take immediate action to recover delinquent loaned equipment. The Service Provider shall provide a receipt to each customer turning in items and update property book records accordingly. The Service Provider shall document all transactions and prepare customer billing. The Service Provider shall take immediate action to recover delinquent loaned equipment.

C-11.3.5.4. *The Service Provider shall perform proper distribution of items turned-in but not placed back into stock.* The Service Provider shall coordinate repairs to repairable items, disposition of non-repairable items, and laundering of items requiring cleaning.

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C-11.3.5.5. *The Service Provider shall provide input, coordinate, prepare, and submit CIF reports as required. The Service Provider shall prepare reports to include but not limited to the Summary of Operations Report (CDRL K002), Inventory Adjustment Rep, and Due Out Listings.*

C-11.3.6. The Service Provider shall plan, coordinate, and execute the Installation Food Program (IFP).

C-11.3.6.1. *The Service Provider shall review and approve monthly menus. The Service Provider shall chair the Installation Menu Board meetings to review and approve menus, clarify problems or discrepancies, and approve or disapprove requested substitutions or deletions. The Service Provider shall use the Army Food Management Information System (AFMIS) to generate menus and distribute to each dining facility monthly.*

C-11.3.6.2. *The Service Provider shall coordinate, attend, and participate in group and council meetings as required. The Service Provider shall coordinate and participate in the quarterly Post Exchange/Commissary Council meetings, and attend monthly meetings for Better Opportunities for Single Soldiers (BOSS), and AMEDDC&S Enlisted Advisory Council to obtain customer feedback.*

C-11.3.6.3. *The Service Provider shall provide input, coordinate, prepare, and submit reports as required. The Service Provider shall prepare and submit reports to include, but not limited to, the Food Service Summary Report (CDRL K001), quarterly Dining Facility Participation Rates Report, and the Dining Facility Participation Rates Analysis/Recommendation Report to the government official for approval.*

C-11.3.6.4. *The Service Provider shall update the Master Menus in AFMIS as required. The Service Provider shall reconcile the Dining Facility Master Item File with the Troop Issue Subsistence Activity Master Item File for unmatched stock numbers. The Service Provider shall update the recipe ingredient file system and update recipes as changes occur. The Service Provider shall verify the inventory report of subsistence received and used and compare it to the dining facility inventory.*

C-11.3.7. The Service Provider shall manage and operate the Troop Issue Subsistence Activity (TISA).

C-11.3.7.1. *The Service Provider shall extract and process daily subsistence orders for dining facilities through the Army Food Management Information System (AFMIS) and coordinate deliveries of items. The Service Provider shall process items ordered by dining facilities and other authorized customers and coordinate substitutions with customers. The Service Provider shall process subsistence requests through the appropriate means to include, but not limited to, Prime Vendor subsistence orders, commissary requisitions, direct vendor delivery orders (DVD), Blanket Purchase Agreement (BPA) orders, and local purchases and transmit orders to the Defense Supply Center Philadelphia (DSCP). The Service Provider shall prepare and disseminate the TISO Schedule of Issues to authorized customers.*

C-11.3.7.2. *The Service Provider shall receive and process field ration requests through AFMIS. The Service Provider shall coordinate with the unit on type of training and rations required, and develop menus accordingly. The Service Provider shall receive, breakdown field rations, and issue rations to units or coordinate delivery of rations, if required. The Service Provider shall provide all field rations as requested on scheduled date of issue.*

C-11.3.7.3. *The Service Provider shall receive and process receipts through AFMIS within 24 hours of receipt. The Service Provider shall validate receipts with original orders and rectify discrepancies on all receipts to include, but not limited to, Blanket Purchase Agreement (BPA), Defense Supply Center Philadelphia (DSCP), International Merchant Purchase Authorization Card (IMPAC), Direct Vendor Delivery (DVD), Prime Vendor, and local purchase receipts.*

C-11.3.7.4. *The Service Provider shall order and maintain adequate stock levels of operational rations. The Service Provider shall assess depleted subsistence stock levels of Meals Ready to Eat (MREs), place orders for MREs, order other operational rations as requested, and prepare a consolidated monthly requisition report.*

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C-11.3.7.5. *The Service Provider shall update and maintain the AFMIS database and master item file as required.* The Service Provider shall receive and verify Subsistence Total Order and Receipt Electronic System for Windows NT (STORES-NT) changes, and enter BPA and federal supply catalog price changes into the AFMIS. The Service Provider shall add to or delete items from the AFMIS master item file as appropriate. The Service Provider shall verify unit of issue, price, and unit pack quantity, and update the AFMIS 14-day menu accordingly. The Service Provider shall coordinate with Defense Supply Center Philadelphia (DSCP) to process requests for items not found in catalogs. The Service Provider shall use AFMIS to prepare and submit Basic Daily Food Allowance (BDFA) updates monthly to dining facilities.

C-11.3.7.6. *The Service Provider shall provide input, coordinate, prepare, and submit reports as required.* The Service Provider shall prepare reports to include, but not limited to, the TISA Activity Report, and the Food Cost and Feeding Strength Report and submit to the government official for appropriate approval.

C-11.3.7.7. *The Service Provider shall maintain the AFMIS Voucher Register and General Control (VRGC) and customer monthly earning and expenditure lists.* The Service Provider shall verify subsistence inventory, process transfers of subsistence between dining facilities, track subsistence usage, maintain and monitor contract expenditures, project requirements, establish and maintain obligations, establish and maintain customer and vendor accounts, and reconcile all receipts with source documents. The Service Provider shall verify and reconcile all AFMIS transactions with financial listings extracted from accounting systems. The Service Provider shall research and rectify all discrepancies between AFMIS transactions and financial listings.

C-11.3.7.8. *The Service Provider shall operate and maintain the subsistence warehouse.* The Service Provider shall receive, inspect, inventory, and control operational rations and subsistence items. The Service Provider shall maintain documentation for all MRE transactions. The Service Provider shall maintain subsistence sanitary standards and temperature control of warehouse facility.

C-11.3.8. The Service Provider shall operate, maintain, and provide training for the AFMIS and the ACIF systems.

C-11.3.8.1. *The Service Provider shall perform routine AFMIS and ACIF functional maintenance.* The Service Provider shall troubleshoot, correct, and document all AFMIS and ACIF problems. The Service Provider shall diagnose, isolate, and identify any problem, take necessary corrective action, and report problems which fall outside the scope of local functional responsibility to Army Network and Systems Operation Center (ANSOC) at Fort Huachuca for ACIF problems and the Army Center of Excellence, Subsistence (ACES) at Fort Lee for AFMIS problems.

C-11.3.8.2. *The Service Provider shall provide access and training on database procedures to authorized users of the AFMIS and ACIF systems.* The Service Provider shall issue passwords and revoke access to users of AFMIS. The Service Provider shall submit proper documentation to secure passwords and access for users of ACIF. The Service Provider shall assess changes to system processes, provider functional instruction, and perform hands-on assistance to users as required.

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C-11.4. Technical Exhibits.

TECHNICAL EXHIBIT 1 – SERVICE PERFORMANCE SUMMARY (SPS)

TECHNICAL EXHIBIT 2 – GOVERNMENT FURNISHED CONTRACTS

TECHNICAL EXHIBIT 3 – ACRONYMS AND DEFINITIONS

TECHNICAL EXHIBIT 4 – PUBLICATIONS AND FORMS

TECHNICAL EXHIBIT 5 – REQUIRED REPORTS

TECHNICAL EXHIBIT 6 – ESTIMATED ANNUAL WORKLOAD AND ASSOCIATED FACTORS

TECHNICAL EXHIBIT 7 – PERFORMANCE SUMMARY OF QUALITY CONTROL STANDARDS

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C-11.4.1. Technical Exhibit 1—Service Performance Summary (SPS).

C-11.4.1. SERVICE PERFORMANCE SUMMARY (SPS). The SPS charts, at the end of this technical exhibit:

C-11.4.1.1. Lists the specific paragraph in the SPS that the government will surveil. The absence of any contract requirement from the SPS shall not detract from its enforceability or limit the rights or remedies of the government under any other provision of the contract, including the clauses entitled “Inspection of Services” and “Default.”

C-11.4.1.2. Lists the service to be performed.

C-11.4.1.3. Lists the standard of performance for each specific service.

C-11.4.1.4. Lists the maximum error rate from standard performance for that service, that may occur before the government will determine the service to be unacceptable. The lot size is used when random sample is the basis for surveillance. The period of time covered by the inspection is also listed.

C-11.4.1.5. Lists the surveillance methods the government will use to evaluate the service provider’s performance in meeting the contract requirements.

C-11.4.2. GOVERNMENT QUALITY ASSURANCE. Service Provider performance will be compared to the contract standards and performance requirements using the Quality Assurance Surveillance Plan (QASP). This document is for government use only.

C-11.4.2.1. Random sampling of recurring service output items (daily, weekly, monthly, quarterly, semiannually, annually, or as required) as determined necessary to assure a sufficient evaluation of contractor performance.

C-11.4.2.2. One Hundred-Percent Inspection of those tasks that occur infrequently and cannot be random sampled because the sample size for a small lot may exceed the lot size. This type of inspection occurs each time a task is performed.

C-11.4.2.3. Periodic surveillance of output items (daily, weekly, monthly, quarterly, semiannually, annually, or as required) as determined necessary to assure a sufficient evaluation of contractor performance.

C-11.4.2.4. Customer complaints.

C-11.4.3. PERFORMANCE EVALUATION. Performance of a service will be evaluated to determine whether or not it meets the minimum standard listed in the contract. When the performance standard is exceeded, a Contract Discrepancy Report (CDR) will be issued to the contractor by the contracting officer. The contractor shall respond to the CDR by completing the form and returning it to the contracting officer within 15 calendar days of receipt

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PRD PARA	SERVICE PERFORMED	PERFORMANCE STANDARD	MAX ERROR RATE	SURVEY METHOD
C-11.3.1.1	The Service Provider shall operate, maintain, and update automated ammunition supply systems as required.	SAAS-MOD and SARRSS Systems updated and operational 24 hrs/day, 7 days/week	5% Lot = Number of hours system is operational per year	Periodic inspection
C-11.3.1.5	The Service Provider shall process requests for issue and turn-in of ammunition.	Requests for ammunition issue will be processed within 1 work day from receipt of request	5% Lot = Number of requests for ammunition issue processed per year	Random sampling
C-11.3.1.5	The Service Provider shall process requests for issue and turn-in of ammunition.	Turn-ins of ammunition shall be initiated within 1 hour of customer arrival to ASP	5% Lot = Number of requests for ammunition turn-in processed per year	Random sampling
C-11.3.1.6	The Service Provider shall maintain records and lot cards for all receipts, issues, inventory adjustments, disposal, suspensions, and shipments of ammunition and explosives.	100% accountable and accurate inventory of all ammunition	0% Lot = Number of ammunition inventories conducted per year	Periodic inspection
C-11.3.1.7	The Service Provider shall store ammunition and explosives and maintain adequate stock levels	100% fill rate of all requested ammunition by requested issue date	1% Lot = Number of requests for ammunition issue filled per year	Periodic inspection
C-11.3.3.1	The Service Provider shall receive, review, verify accuracy of, and process customer requests for supplies and equipment.	Process requisitions for supplies and equipment within 2 working days of receipt from customer	5% Lot = Number of requisitions for supplies and equipment processed per quarter	Periodic inspection
C-11.3.3.1	The Service Provider shall receive, review, verify accuracy of, and process customer requests for supplies and equipment.	Supply line items at zero balance shall not exceed 3% of total supply inventory	2% Lot = Number of supply line items stocked	Periodic inspection
C-11.3.3.3	The Service Provider shall maintain and update installation hand receipt records and supported customer records.	100% accountable and accurate inventory	3% Lot = Number of installation hand receipt and supported customer records maintained per year	Periodic inspection

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PRD PARA	SERVICE PERFORMED	PERFORMANCE STANDARD	MAX ERROR RATE	SURVEY METHOD
C-11.3.3.4	The Service Provider shall initiate Reports of Survey .	Reports of Survey initiated within 75 days of notification of loss, damage, or destruction	1% Lot = Number of Reports of Survey initiated per year	Random sampling
C-11.3.5.1	The Service Provider shall manage, operate, and control the CIF.	Soldiers shall receive 100% of required OCIE items on first visit to CIF	10% Lot = Number of soldiers on first visit to CIF per quarter	Periodic inspection
C-11.3.5.1	The Service Provider shall manage, operate, and control the CIF.	OCIE line items at zero balance shall not exceed 3% of total OCIE inventory	2% Lot = Number of OCIE line items stocked	Periodic inspection
C-11.3.5.2	The Service Provider shall issue items individually, to groups, or on temporary loan to authorized personnel.	Soldiers shall be in-processed within 2 hours of arrival	5% Lot = Number of soldiers in-processed per quarter	Periodic inspection
C-11.3.7.1	The Service Provider shall extract and process daily subsistence orders for dining facilities through the Army Food Management Information System (AFMIS) and coordinate deliveries of items.	All daily subsistence orders received shall be submitted to appropriate source of supply no later than 11:00 A.M. Central Time	10% Lot = Number of daily subsistence orders submitted per year	Random sampling
C-11.3.7.4	The Service Provider shall order and maintain adequate stock levels of operational rations.	100% fill rate of MREs at time of request	0% Lot = Number of issues of MREs per year	Periodic inspection
C-11.3.7.4	The Service Provider shall order and maintain adequate stock levels of operational rations.	All requests for special order operational rations processed within 24 hours of request	3% Lot = Number of requests for special order operational rations per year	Periodic inspection

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C-11.4.2. Technical Exhibit 2—Government Furnished Contracts.

Contract Number	Service Provider	Service Description	Comments
DADA10-00-D-0077	Texas Commission for the Blind	Provide all labor for Food Service Dining Facilities, Maintain and Repair Dining facility equipment furnished by the Government	PRD ref C-11.3.7. & C-11.3.6.
DADA1099D0033	Sunshine Laundry	Provide laundry service	PRD ref C-11.3.8.
DADA1000D0003	Kim's Alterations and Cleaning	Provide sewing of patches and insignia and provide tailoring and alterations	PRD ref C-11.2.
SPO30099DV282	Milk Products LLC Borden	Supply milk products to various dining facilities located on FSH and Camp Bullis	PRD ref C-11.3.6. & C-11.3.7.
SPO30000DW394	Mrs. Baird's Bakery	Supply bakery products to various dining facilities located on FSH and Camp Bullis	PRD ref C-11.3.6. & C-11.3.7.
SPO30099D2909	Labatt Food Services	Supply food and beverage products to various dining facilities located on FSH	PRD ref C-11.3.6. & C-11.3.7.
SP0300-00-D-V421	Hill Country Dairies	Supply ice cream products to various dining facilities located on FSH and Camp Bullis	PRD ref C-11.3.6 and C-11.3.7
(BPA)	Kiolbassa Provision Company	Supply pork products to customers located on FSH	PRD ref C-11.3.6. & C-11.3.7.
(BPA)	Sam Kane Beef Processors	Supply beef products to customers located on FSH	PRD ref C-11.3.6. & C-11.3.7.
DADA1098M0002	Coca-Cola Bottling Company	Supply beverage syrup, CO2, and install and maintain dispensing systems for various dining facilities located on FSH and Camp Bullis	PRD ref C-11.3.6. & C-11.3.7.
DADA10-00-A-003 (BPA)	North Atlantic	Supply fish products to customers located on FSH	PRD ref C-11.3.6. & C-11.3.7.

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C-11.4.3. Technical Exhibit 3 – Acronyms and Definitions.

This Technical Exhibit contains only those abbreviations, acronyms, and definitions that are unique to Section C-11 of the PRD. Please refer to Appendix A, Section C-1.5 for all others not cited in this Technical Exhibit.

ACRONYMS

AARS – Accounting Adjustment Reports
ACES – Army Center of Excellence, Subsistence
AMFIS– Army Food Management Information System
ANSOC – Army Network and Systems Operations Center
ASP – Ammunition Supply Point
BDFA – Basic Daily Food Allowance
CIF – Central Issue Facility
CTA – Common Table of Allowances
DAISM – Department of the Army Installation Support Module
DODAAC – Department of Defense Activity Address Code
DODIC – Department of Defense Identification Code
DSCP – Defense Supply Center Philadelphia
DVD – Direct Vendor Delivery
FAS – Fuel Automated System
FM – Field Manual
HDWU – Hospital Duty White Uniforms
IFP – Installation Food Program
IOC – Industrial Operations Command
MRE – Meal Ready to Eat
N/A – Not Available
NICP – National Inventory Control Point
OCIE – Organizational Clothing and Individual Equipment
ROD – Report of Discrepancy
SARSS – Standard Army Retail Supply System
SAAS-MOD – Standard Army Ammunition System – Modernization
SPBS-R – Standard Property Book System – Redesigned
SSA – Supply Support Activity
STANFINS – Standard Financial System
STORES-NT –Subsistence Total Order and Receipt Electronic System for Windows NT

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TAMIS – Training Ammunition Management Information System

TDA – Table of Distribution and Allowances

TISA – Troop Issue Subsistence Activity

VRGC – Voucher Register and General Control

DEFINITIONS

Customer (Government)

Those individuals and organizations of an official Government nature who are external to the Service Provider's workforce (both direct and indirect) and costs pertaining to this PRD.

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C-11.4.4. Technical Exhibit 4—Publications and Forms.

Publications and Forms that specifically apply to Section C-11 of the PRD are listed below. Appendix B, Section C-1 also contains listings of publications and forms that shall be included with this Technical Exhibit to define the full listing of applicable documents. The publications and forms have been coded as mandatory or advisory. The Service Provider is obligated to follow those publications and use those forms coded as mandatory to the extent specified in other portions of PRD Section C-11. The Service Provider shall be guided by those publications or use those forms coded advisory to the extent necessary to accomplish requirements in this PRD. All publications and forms listed will be provided by the Government at the start of the contract. It is the responsibility of the Service Provider to establish follow-on requirements if necessary. Supplements or amendments to listed publications from any organizational level may be issued during the life of the contract.

Table 4-1: Federal Government Documents

Document	Publication Name	Date
49 CFR 397	Transportation of Hazardous Materials	1996-1997
49 CFR 397 100-177	Code and Federal Regulations	1997

Table 4-2: Department of Defense Documents

Document	Publication Name	Date
DODD 1338.10	Department of Defense Food Service Program	05 Jun 91 Mandatory
DODD 1338.10-M	Manual for the Department of Defense Food Service Program	22 Nov 78 Mandatory
DODD 4140.1	Materiel Management Policy	04 Jan 93 Mandatory
DODD 4140.27-M	Shelf Life Item Management Manual	26 Sep 97 Mandatory
DODD 4145.19-R-1	Storage Procedures	15 Sep 79 Mandatory
DODD 4500.9R	Defense Transportation Regulation, Part II Cargo Movement	27 Feb 98 Mandatory
DODD 4500.32-R, Volume I	Military Standard Transportation & Movement Procedures	15 Mar 87 Mandatory
DODD 5100.76-M	Physical Security of Sensitive Conventional Arms, Ammunition, and Explosives	Feb 1983 Mandatory

Table 4-3: Army Regulations

Document	Publication Name	Date
AR 5-16	Army Supplement to Defense Regional Interservice Support	30 Sep 96 Mandatory
AR 11-2	Internal Control Systems	01 Aug 94 Mandatory

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Document	Publication Name	Date
AR 30-xx	The Army Food Service Program (in draft form)	Draft Advisory
AR 30-1	The Army Food Service Program	15 Aug 89 Mandatory
AR 30-5	Food Cost and Feeding Strength Summary	21 Jul 79 Advisory
AR 30-7	Operational Rations	01 Mar 79 Advisory
AR 30-16	Food Service Data Feedback Program	15 Apr 88 Mandatory
AR 30-18	Army Troop Issue Subsistence Activity Operating Policies	4 Jan 93 Advisory
AR 30-21	The Army Field Feeding System	24 Sep 90 Mandatory
AR 32-4	Special Measurement Clothing and Footwear, Orthopedic Footwear, Guidons, Streamers, and Flags	21 Mar 89 Advisory
AR 37-103	Disbursing Operations for FAO	04 Dec 87 Advisory
AR 40-2	Army Medical Treatment Facilities: General Administration	03 Mar 78 Advisory
AR 40-15	Hospital Linen Management	18 Dec 87 Advisory
AR 40-25	Nutrition Allowances, Standards, and Education	15 May 85 Mandatory
AR 40-657	Veterinary Food Inspection	06 Nov 99 Mandatory
AR 75-1	Malfunctions Involving Ammunition & Explosives	20 Aug 93 Mandatory
AR 190-11	Physical Security of Arms, Ammunition, and Explosives	12 Feb 98 Mandatory
AR 190-13	The Army Physical Security Program	30 Sep 93
AR 190-51	Security of Unclassified Army Property (Sensitive and Nonsensitive)	30 Sep 93 Mandatory
AR 200-1	Environmental Protection and Enhancement	21 Feb 97 Mandatory
AR 210-130	Laundry and Dry Cleaning Operations	15 Apr 93 Mandatory
AR 385-61	The Army Chemical Agent Safety Program	28 Feb 97 Mandatory
AR 420-55	Food Service and Related Equipment	23 Apr 90 Mandatory

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Document	Publication Name	Date
AR 600-38	Meal Card Management System	12 Nov 84 Mandatory
AR 670-1	Wear and Appearance of Army Uniforms and Insignia	01 Sep 92 Advisory
AR 700-84	Issue and Sale of Personal Clothing	28 Feb 94 Mandatory
AR 700-141	Hazardous Materials Information System	20 Jan 87 Mandatory
AR 702-7-1	Reporting of Product Quality Deficiencies within the U.S. Army	11 Mar 86 Advisory
AR 710-1	Centralized Inventory Management of the Army Supply System	01 Feb 88 Advisory
AR 710-2	Inventory Management Supply Policy Below the Wholesale Level	31 Oct 97 Advisory
AR 710-3	Asset Transaction Reporting System	31 Mar 98 Advisory
AR 725-50	Requisitioning, Receipt, and Issue System	15 Nov 95 Mandatory
AR 735-5	Policies and Procedures for Property Accountability	31 Jan 98 Mandatory
AR 735-11-2	Reporting of Item and Packaging Discrepancies	06 Dec 91 Mandatory
AR 740-3	Care of Supplies in Storage	26 Feb 93 Mandatory
AR 750-1	Army Materiel Maintenance Policy and Retail Maintenance Operations	01 Jul 96 Mandatory

Table 4-4: Department of the Army Pamphlets (DA Pam)

Document	Publication Name	Date
DAP 310-1	Defense Logistics Agency	1986 Mandatory
DAP 710-2-1	Using Unit Supply System (Manual Procedures)	31 Dec 97 Mandatory
DAP 710-2-2	Supply Support Activity SSA Supply System: Manual Procedures	30 Sep 98 Mandatory
DAP 738-750	Functional Users Manual for the Army Maintenance Management System (TAMMIS)	01 Aug 94 Mandatory

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Table 4-5: Ft Sam Houston Regulations, Pamphlets, and Supplements

Document	Publication Name	Date
FSH Policy 37	Quarterly Inventory of Leased and Government Owned Automated Equipment	01 Jan 90 Mandatory
FSHR 30-2	Food Programs Installation Commissary/Post Exchange Advisory Council	21 Feb 86 Mandatory
FSHR 40-2	Veterinary Food Inspection	15 Oct 93 Mandatory
FSHR 385-3	Hazard Communication Program	21 Feb 89 Mandatory
FSHR 385-10	Occupational Safety and Health Program	13 Mar 98 Mandatory
FSHR 420-2	Police and Maintenance of Grounds	01 Oct 92 Mandatory
FSHR 500-1	Emergency Employment of Army and Other Resources Limited Operations During Adverse Weather Conditions	01 May 96 Mandatory
FSHR 612-1	In and Out Processing	21 Jun 93 Mandatory
FSHR 670-1	Wear and Appearance of Army Uniform and Insignia	15 Jul 94 Mandatory
FSHR 700-1	Installation Supply and Services Support	07 Oct 91 Mandatory
FSHR 700-4	FSH Ammunition Handbook	03 Mar 93 Mandatory
FSHR 755-2	Installation Property Utilization and Disposal Procedures	01 Oct 91 Mandatory

Table 4-6: Commercial and Other Standards

Document	Publication Name	Date
ADSM 18-L08-AEB-IEL/UNI EM	ACIF System Users Manual	1999 Mandatory
AISM 25-HKG-RZS-HP9-UM	TAMMIS Users Manual	1999 Mandatory
AISM-25-L6F-AJA-222-SA	SAAS-MOD System Administrator Manual	1999 Mandatory
AIS Manual 25-48-ALV-222	Standard Property Book System – Redesign	1995 Mandatory
ACCOMP 385-1	Handbook for Disposal of Unwanted Radioactive Materiel	1985 Advisory

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Document	Publication Name	Date
C8900-PL	Federal Supply Catalog – Stock List	01 Jul 97 Advisory
C8900-PL	Federal Supply Catalog – Price List	01 Jul 97 Advisory
CTA 50-900	Common Table of Allowances	01 Sep 94 Advisory
CTA 50-909	Field and Garrison Furnishings and Equipment	01 Aug 93 Advisory
CTA 59-970	Expendable/Durable Items	21 Sep 90 Advisory
DLA Handbook	Storage and Handling Pocketbook	1998 Advisory
DLSC/DLA	DLA Handbook – Customer Assistance	1998 Advisory
DPSC Handbook 4235-1	DPSC Customer Assistance Handbook (Perishable)	N/A Advisory
DPSC Handbook 4235-2	DPSC Customer Assistance Handbook (Semi-Perishable)	N/A Advisory
FM 8-34	Food Sanitation for the Supervisor	30 Dec 83 Advisory
FM 10-23	Basic Doctrine for Army Field Fielding	18 Apr 96 Advisory
FM 10-23-2	Tactics, Techniques, and Procedures for Garrison Preparation and Class 1 Operations Management	N/A Advisory
FM 10-27	General Supply in the Theaters of Operations	20 Apr 93 Advisory
FM 21-10	Field Hygiene and Sanitation	22 Nov 98 Advisory
FORSCOM 700-1	Installations of Supply	1996 Advisory
FORSCOM 700-3	Ammunition Basic Load	1993 Advisory
FORSCOM 700-4	Ammunition	1989 Advisory
FSCIL 7300	Food Preparation and Serving Equipment	N/A Advisory
SB 8-89	Federal Hospital Subsistence Guide	N/A Advisory
SB 10-260-1	Recapitulation of Master Menu Issues	20 Apr 96 Advisory
SB 10-263	14 Day U.S. Army Reserve Component and Field Training Menu	Oct 88 Advisory

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Document	Publication Name	Date
SB 10-495	Standard "B" Ration for the Armed Forces	N/A Advisory
SB 10-523	Size Tariff for Clothing, Equipage, and Footwear	Jun 92
SB 10-540	Box Lunches, Flight Feeding, & Motor Convoy Menus	Jun 82 Advisory
SB 742-1	Ammunition Surveillance Procedures	1979 Advisory
TB 43-0002-22	Maintenance Expenditures Limits for FSC Group 73	N/A Advisory
TB 43-0002-33	Maintenance Expenditures Limits for FSC Group 41	N/A Advisory
TB Med 530	Occupational and Environmental Health Food Services Sanitation	28 Nov 91 Advisory
TB 750-97-71	Maintenance Expenditure Limits for FSC GR 71	29 Sep 71 Advisory
TM 0-1300-206	Ammunition and Explosives Standards	1973 Advisory
TM 5-4540-202-12 & Up	Operator's & Organizational Maintenance Manual	19 Sep 86 Advisory
TM 10-227	Fitting of Army Uniforms and Footwear	29 Jul 94 Advisory
TM 10-412	Armed Forces Recipe Service	N/A Advisory
TM 10-4500-200-13	Heaters, Space: Radiant Type, Portable	20 Nov 90 Advisory
TM 10-7360-204-13 7 P C8	Range Outfit, Field, Gasoline/Burner Unit Asst Outfit	10 Jun 91 Advisory
TM 10-7360-204-13 7 P C9	Range Outfit, Field, Gasoline/Burner Unit Asst Outfit	31 Dec 91 Advisory
TM 10-8340-205-13	Operator, Organizational and Direct Support Maint	N/A Advisory
TM 10-8400-201-23	General Repair Procedures for Clothing	07 May 90 Advisory
TM 10-8400-203-23	General Repair Procedures for Individual Equipment	07 May 90 Advisory
TM 38-400	Joint Service Manual for Storage and Materials Handling	Apr 94 Advisory
TOSEC-25	SAAS-MOD End User Manual	1999 Mandatory

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Table 4-7: Forms

Document	Publication Name	Date
DA Form 137-1-R	Unit Clearance Record	Apr 97
DA Form 272	Register of Vouchers to a Stock Record Account	Jan 82
DA Form 362	Statement of Charges	1993
DA Form 444	Inventory Adjustment Report (IAR)	Jan 82
DA Form 581	Request for Issue and Turn-In of Ammunition	Jul 99
DA Form 1544	Cash Meal Payment Sheet	N/A
DA Form 1687	Notice of Delegation of Authority – Receipt for Supplies	Jan 82
DA Form 2062	Hand Receipt/Annex Number	Jan 82
DA Form 2064	Document Register for Supply Actions	Jan 82
DA Form 2404	Equipment Inspection and Maintenance Worksheet	Apr 79
DA Form 2407	Maintenance Request/Condition Coding	1994
DA Form 2408-9	Equipment Control Record	1972
DA Form 2765-1	Request for Issue or Turn-In	Apr 76
DA Form 3020-R	Magazine Data Card	Aug 89
DA Form 3032	Signature Headcount Sheet	Aug 95
DA Form 3151-R	Ammunition Stores Slip	Apr 76
DA Form 3161	Request for Issue or Turn In	Jun 73
DA Form 3546-R	Control Record for Dining Facility	Jan 77
DA Form 3590	Request for Disposition or Waiver	Jul 75
DA Form 3645	Organizational Clothing and Individual Equipment Record	Oct 91
DA Form 3645-1	Additional Organizational Clothing and Individual Equipment Record	Dec 83
DA Form 3953	Purchase Request and Commitment	Mar 91
DA Form 3988-R	Dining Facility Equipment Replacement Record	Feb 95
DA Form 4137	Evidence/Property Customer Document	Jul 76
DA Form 4697	Department of the Army Report of Survey	Sep 81
DA Form 4702-R	Monthly Bulk Petroleum Accounting Summary	Apr 85
DA Form 4811-R	Food Service Summary	Feb 95
DA Form 4945-R	Dining Facility Modernization Plan Development	Feb 95
DA Form 4949	Administrative Adjustment Report	Jan 82
DA Form 5203	DODIC Master/Lot Locator Record	May 83
DA Form 5204	Serial Number Record	May 83
DA Form 5415-R	Garrison Category Checklist	Feb 86
DA Form 5416-R	Field Kitchen Category Checklist	Feb 86

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Document	Publication Name	Date
DA Form 5811-R	Certificate – Lost or Damaged Class V	Aug 89
DD Form 250	Material Inspection and Receiving Report	Nov 92
DD Form 362	Statement of Charges/Cash Collection Voucher	Jul 93
DD Form 626	Motor Vehicle Inspection	Sep 98
DD Form 836	Shipping Paper & Emergency Response Information for Hazardous Materials Transported by Governments	Jul 96
DD Form 1155	Order for Supplies or Services	Jun 94
DD Form 1348-1A	Issue Release/Receipt Document	Jul 91
DD Form 1348-6	DOD Single Line Item Requisition System Document	Feb 85
FSH Form 700-4	Fort Sam Houston Ammunition Handbook	1993
FSH Form 769	Transmittal of Financial Documents	Jun 87
FSH Form 906	Consolidated Ammunition Forecast	1984
FSH Form 1135	Supply List for Credit Card Purchases	1996
FM Form 10-67-1	Concept and Equipment of Petroleum Operations	1998
FM Form 10-37-2	Petroleum Laboratory Testing & Operations	1997
MEDCOM Form 550-R	Supply List for Credit Card Purchases (MEDCOM HQ)	1997
SF Form 1034	Public Voucher for Purchase and Services other than Personal	Oct 87
SF Form 1449	Solicitation/Contract/Order for Commercial Items	1995

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C-11.4.5. Technical Exhibit 5—Required Reports.

Instructions to the Service Provider concerning each report listed below are contained in DD Forms 1423 and associated Data Item Descriptions (DIDs).

PRD REF	CDRL #	DESCRIPTION OF REPORT
C-11.3.6.4.	CDRL K001	Food Service Summary Report
C-11.3.5.5.	CDRL K002	Central Issue Facility Summary of Operations

DEFINITIONS IN DD FORM 1423:

Blocks 10, 11, 12, and 13: "Submit" means to deliver to the Government as specified in the shipping instructions for data which are located in section F of the contract.

Block 14: Regular/Repro Copies

Regular Copy – Blueline, blackline, xerographic (originals of reports, plans, or routine data also fall into this definition).
Repro Copy – Multilith, Vellum, photographic negatives, etc. (Originals of drawings, engineering change proposals (ECPs), engineering release records (ERRs), or technical publications). NOTE: Type of electronic media, e.g. diskette, CD-ROM, may be designated in Block 16.

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CONTRACT DATA REQUIREMENTS LIST (2 Data Items)						Form Approved OMB No. 0704-0188							
Public reporting burden for this collection of information is estimated to average 440 hours per response including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to Washington Headquarters Services, Directorate for Information Operations and Reports, 1215 Jefferson Davis Highway, Suite 1204, Arlington, VA 22202-4302, and to the Office of Management and Budget, Paperwork Reduction Project (0704-0188), Washington, D.C., 20503													
CONTRACT LINE ITEM NO. N/A		B. EXH/ATCH NO. C-1.5.3.		C. CATEGORY TDP: TM: OTHER: <input checked="" type="checkbox"/> X									
D. SYSTEM/ITEM N/A		E. CONTRACT/PR NO. DADA10-00-R-0013				F. CONTRACTOR N/A							
DATA ITEM NO. K001		TITLE OF DATA ITEM Technical Report-Study/Services				SUBTITLE Food Service Summary Report							
4. AUTHORITY (Data Acquisition Document No.) DI-MISC-80508		5. CONTRACT REFERENCE C-11.3.6.4.			6. REQUIRING OFFICE MEDCOM CONTRACTING CENTER/MCC								
7. DD 250 REQ DD		9. DIS T STATEMENT REQUIRED A		10. FREQUENCY Semi-Annually		12. DATE OF FIRST SUBMISSION See Blk 16		14. DISTRIBUTION					
8. APP CODE N/A				11. AS OF DATE See Blk 16		13. DATE OF SUBSEQUENT SUBMISSION See Blk 16		a. ADDRESSEE					
16. REMARKS Blk 11: Government suspense date 15 th of the month following the end of second and fourth quarters in FY. Blk 12 and 13: Due 10 work days prior to Government suspense date. a. Prepare in Accordance with AR 30-1. The review shall be submitted in hard copy. Alternate format submission may be approved by the GOVERNMENT.								Draft		Final			
										Reg		Repro	
						COR				1		1	
						15. TOTAL ®				1		1	
DATA ITEM NO. K002		TITLE OF DATA ITEM Technical Report-Study/Services				SUBTITLE Central Issue Facility (CIF) Summary of Operations Report							
4. AUTHORITY (Data Acquisition Document No.) DI-MISC-80508		5. CONTRACT REFERENCE C-11.3.5.5.			6. REQUIRING OFFICE MEDCOM CONTRACTING CENTER/MCC								
7. DD 250 REQ DD		9. DIS T STATEMENT REQUIRED A		10. FREQUENCY Semi-Annually		12. DATE OF FIRST SUBMISSION See Blk 16		14. DISTRIBUTION					
8. APP CODE N/A				11. AS OF DATE See Blk 16		13. DATE OF SUBSEQUENT SUBMISSION See Blk 16		a. ADDRESSEE					
16. REMARKS Blk 11: Government suspense date 15 th of the month following the end of second and fourth quarters in FY. Blk 12 and 13: Due 10 work days prior to Government suspense date. b. Prepare in Accordance with AR 710-2 and DAP 710-2-1. The review shall be submitted in hard copy. Alternate format submission may be approved by the GOVERNMENT.								Draft		Final			
										Reg		Repro	
						COR				1		1	
						15. TOTAL ®				1		1	
G. PREPARED BY MEDCOM Contracting Center		H. DATE 18 May 00			APPROVED BY					J. DATE			

DD Form 1423-1, 1 Jun 90

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C-11.4.6. Technical Exhibit 6—Estimated Annual Workload and Associated Factors.

Table 6-1 lists the PRD services where estimated quantities of work output have been identified and as such are subject to variations. If, at the **end** of the basic and each option period, the total estimated workload for each subparagraph, considering complexity, difficulty, and cost of the various outputs below, varies above or below fifteen (15) percent from the total yearly estimated contract workload, negotiations for an equitable price adjustment (to include award fee pool) may be initiated by either party. The increases or decreases in estimated cost (to include award fee pool) shall be based on the net of all increases or decreases in changes to the workload for all sections. The yearly adjustment to the estimated contract cost, shall be made based only on the subparagraph(s) of the total contract whose workload increases *or* decreases in excess of fifteen (15) percent.

Table 6-1: Annual Work Counts

PRD Number	Work Count Title	Estimated Workload
C-11.3.1.1	Provide Routine Daily Maintenance	10
C-11.3.1.1	Provide Training to Authorized Users	0
C-11.3.1.2	Verify & Consolidate Training Ammunition Forecasts	7
C-11.3.1.2	Requisition Ammunition	41
C-11.3.1.3	Inspect & Process Receipts for Ammunition Shipments	65
C-11.3.1.4	Provide Ammunition Briefings	3
C-11.3.1.4	Respond to Customer Ammunition Inquiries	300
C-11.3.1.5	Process Requests for Issue of Ammunition	866
C-11.3.1.5	Process Requests for Turn-In of Ammunition	529
C-11.3.1.5	Inspect Turn-Ins of Ammunition	539
C-11.3.1.5	Process Disposition of Non-Serviceable Ammunition	0
C-11.3.1.6	Reconcile Turn-Ins	529
C-11.3.1.6	Dispose of Ammunition	10
C-11.3.1.6	Conduct Inventories of Ammunition and Explosives	4
C-11.3.1.7	Update & Post Access Rosters	9
C-11.3.1.8	Prepare & Submit Reports	1
C-11.3.1.8	Submit WARS report to FORSCOM	2
C-11.3.1.8	Prepare & Distribute Ammunition Guidance and Notices	429
C-11.3.2.1	Inspect Storage Locations for Expired Products	12
C-11.3.2.1	Track and Record Storage Locations	104
C-11.3.2.2.	Receipt & Inspect Incoming Shipments of Supplies and Equipment	8656
C-11.3.2.2	Complete Reports of Discrepancy	0
C-11.3.2.2	Issue Materiel to Customers	7,328
C-11.3.2.3	Prepare items for outgoing shipment	1,642
C-11.3.2.4	Transport materiel for disposition	1,431

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PRD Number	Work Count Title	Estimated Workload
C-11.3.3.1	Process requests for supplies and equipment Property Control CIPB	16,020 10,362
C-11.3.3.1	Process requests for high priority requisitions Property Control CIPB	122 10
C-11.3.3.1	Place documents in suspense for supplies and equipment requests	9,913
C-11.3.3.1	Maintain Delegation of Authority documents Property Control CIPB	<u>50</u> <u>104</u>
C-11.3.3.1	Maintain management control number registers	1,356
C-11.3.3.1	Maintain documentation for transmittals Property Control CIPB Storage	99 472 30
C-11.3.3.1	Reconcile supply transactions with finance	108,788
C-11.3.3.2	Validate & process receipts for supplies and equipment Property Control CIPB	18,242 8,229
C-11.3.3.2	Process issues to customers	5,150
C-11.3.3.3	Maintain & update installation hand receipt records	417
C-11.3.3.3	Process authorization changes, additions, and deletions	23,482
C-11.3.3.3	Reconcile Non-Standard Listing	2
C-11.3.3.3	Maintain & update supported customer records	2,330
C-11.3.3.3	Maintain manual document registers Property Control CIPB	4 3
C-11.3.3.3	Update status for open requisitions Property Control CIPB	1 99
C-11.3.3.3	Reconcile series of serial numbers assigned to activities	13
C-11.3.3.3	Perform and reconcile physical inventories with stock record files	1,268
C-11.3.3.3	Process transactions affecting authorizations and balance files	243
C-11.3.3.3	Conduct assistance visits and reconcile physical inventories with customers	128
C-11.3.3.3	Process lateral transfers of equipment between property books	2,623

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PRD Number	Work Count Title	Estimated Workload
C-11.3.3.3	Requests for lateral transfers of property placed in suspense	90
C-11.3.3.3	Process transfers of equipment between hand receipt holders	18,818
C-11.3.3.3	Verify TDA & CTA	417
C-11.3.3.4	Process AARS	13,018
C-11.3.3.4	Process Statements of Charges	24
C-11.3.3.4	Suspense for Statement of Charges	8
C-11.3.3.4	Process Reports of Survey	219
C-11.3.3.4	Initiate and Process Reports of Discrepancy	
	Property Control	148
	CIPB	36
C-11.3.3.5	Update reportable serial numbered items	3,175
C-11.3.3.5	Distribute Reports to Customers	
	Property Control	762
	CIPB	14,952
C-11.3.3.5	Submit Reports as Required	147
C-11.3.3.6	Process Request for Turn-In of Supplies and Equipment	
	Property Control	677
	CIPB	8,374
C-11.3.3.6	Suspense for requests for turn-ins	2,775
C-11.3.3.7	Out-Process Personnel	
	Property Control	917
	CIPB	2,931
C-11.3.3.8	Conduct Training Classes	36
C-11.3.3.9	Respond to Customer Inquiries	
	Storage	127
	FS/TISA	90
C-11.3.3.10	Issue and Delete Passwords	
	Property Control	89
	CIPB	31
C-11.3.3.10	Change Passwords Semiannually	2
C-11.3.3.10	Load updated federal logistical data monthly and semiannually	14
C-11.3.3.10	Maintain daily maintenance of supply systems	251
C-11.3.3.10	Load Change Packages to Accountable System	3
C-11.3.4	Order & Receive Fuel Deliveries	23
C-11.3.4	Issue Fuel to Customers	2,799
C-11.3.4	Inventory Fuel Supply	21

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PRD Number	Work Count Title	Estimated Workload
C-11.3.4	Prepare & Submit Fuel Reports	45
C-11.3.5.1	Requisition OCIE Items	363
C-11.3.5.1	Purge Hand Receipt Records	9,833
C-11.3.5.1	Conduct CIF Inventory	1
C-11.5.3.2	OCIE Items Issued to Individuals	132,298
C-11.3.5.2	Issue OCIE to Groups	353
C-11.3.5.3	Process Turn-Ins of OCIE Items	125,359
C-11.3.5.3	Process Statements of Charges	56
C-11.3.5.3	Process Cash Collection Vouchers	15
C-11.3.5.3	Process Reports of Survey	17
C-11.3.5.4	Coordinate Repairs, Disposition, or Cleaning of OCIE Items	24,226
C-11.3.5.5	Prepare and Submit CIF Reports	120
C-11.3.6.2	Approve Menus	12
C-11.3.6.3	Attend Group and Council Meetings	30
C-11.3.6.4	Prepare and Submit IFA Reports	14
C-11.3.6.5	Update Master Menu - AFMIS	69
C-11.3.7.1	Process Subsistence Orders	29,445
C-11.3.7.1	Prepare TISO Schedule of Issues	24
C-11.3.7.2	Process Field Ration Requests	76
C-11.3.7.3	Process Receipts through AFMIS	39,058
C-11.3.7.4	Order Operational Rations	44
C-11.3.7.5	Update Items on AFMIS Database	6,869
C-11.3.7.5	Update Master Item File	15,197
C-11.3.7.5	Prepare BDFA Updates	12
C-11.3.7.6	Prepare and Submit TISA Reports	149
C-11.3.7.7	Process Transfers of Subsistence	10
C-11.3.7.7	Maintain Customer Accounts	66
C-11.3.7.7	Maintain Vendor Accounts	11
C-11.3.7.7	Reconcile AFMIS Transactions with Financials	47,187
C-11.3.7.8	Receive Incoming Shipments of Subsistence	102
C-11.3.8.1	Troubleshoot/Document Functional Problems with AFMIS or ACIF	38
C-11.3.8.1	Report Problems to ANSOC/ACES	38
C-11.3.8.2	Issue Passwords	27
C-11.3.8.2	Revoke Access	25
C-11.3.8.2	Provide Functional Instruction	86

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Table 6-2: Annual Travel

PRD Number	Destination & Purpose	# Days per trip	FY 99 trips	Reserved
C-11.3.5.	CIF Training for OCIE Management Procedures & Operations	5	1	
C-11.3.6.	World Wide Food Service	4	1	
C-11.3.6.	Branding America	5	1	
C-11.3.9.	Systems Administrator Training	10	1	
C-11.3.5.	CIF Manager's Workshop	5	2	

SECTION C-11

C-11.4.7. Technical Exhibit 7—Performance Summary of Quality Control Standards.

The services listed in this Performance Summary represent those key services for which at least one type of standard has been identified as necessary for satisfactory performance and shall be included in the Service Provider's QCP. Tasks called for in the Description of Services which have no pre-defined standard are not included. The absence of comprehensive Government standards does not absolve the Service Provider of the overall responsibility to generate high quality products and services according to normal business practices and industry standards, nor does this condition detract from Government enforceability nor limit the rights or remedies of the Government under all provisions of the contract.

Quality Control Plan (QCP) services will be monitored by the Service Provider in accordance with the approved QCP submitted by the Service Provider. The surveillance method used by the Service Provider to meet the Government performance standard shall be determined by the Service Provider and documented in the QCP. Acceptable surveillance methods include:

- Random sampling. This is usually the most appropriate method for recurring tasks. With random sampling, services are sampled using a statistically based sampling procedure in which each service output in a lot has an equal chance of being selected to determine if the level of performance is acceptable. Random sampling works best when the number of instances of the services being performed is very large and a statistically valid sample can be obtained.
- 100% inspection of the output. This is usually only the most appropriate method for infrequent tasks or tasks with stringent performance requirements, e.g., where safety or health is a concern. With this method, performance is inspected/evaluated at each occurrence. One hundred percent inspection is too expensive to be used in most cases.
- Periodic inspection of the processes or output. This method, sometimes called "planned sampling," consists of the evaluation of tasks selected on other than a 100 percent or random basis. It may be appropriate for tasks that occur infrequently, and where 100 percent inspection is neither required nor practicable. A predetermined plan for inspecting part of the work is established using subjective judgment and analysis of agency resources to decide what work to inspect and how frequently to inspect it.
- Customer Surveys and validated customer complaints. Although usually not a primary method, this is a valuable supplement to more systematic methods. In certain situations where customers can be relied upon to complain consistently when the quality of performance is poor, customer surveys and customer complaints may be a primary surveillance method, and customer satisfaction an appropriate performance standard. In all cases, complaints shall be documented, preferably on a standard form.

SECTION C-11

PRD PARA	SERVICE PERFORMED	PERFORMANCE STANDARD	MAX ERROR RATE
C-11.3.1.3	The Service Provider shall process receipts of ammunition shipments.	All discrepancies between the documentation and the actual shipment will be reported within 1 hour of verification completion	5% Lot = number of shipments receipts processed per year
C-11.3.2.1	The Service Provider shall operate, maintain, and control storage and warehouse functions.	100% of storage locations validated to ensure physical product agrees with computer location records and discrepancies corrected	3% Lot = Number of storage locations verified monthly
C-11.3.2.1	The Service Provider shall operate, maintain, and control storage and warehouse functions.	Inspect storage locations monthly to identify expired products	0%
C-11.3.2.2	The Service Provider shall receive, verify, inspect, and warehouse or issue incoming shipments of supplies and equipment.	All stock placed in assigned location within 1 workday of receipt of shipment	5% Lot = Number of shipments received per year
C-11.3.2.2	The Service Provider shall receive, verify, inspect, and warehouse or issue incoming shipments of supplies and equipment.	All customers notified and delivery date scheduled within 1 workday from receipt of shipment	5% Lot = Number of deliveries per year
C-11.3.2.2	The Service Provider shall receive, verify, inspect, and warehouse or issue incoming shipments of supplies and equipment.	All damage and discrepancies will be documented and customer notified within 1 workday of receipt of shipment	5% Lot = Number of RODs process per year
C-11.3.2.3	The Service Provider shall prepare shipping documentation and pack outgoing shipments.	All outgoing materiel will match shipping documentation	1% Lot = Number of outgoing shipments per year
C-11.3.2.3	The Service Provider shall prepare shipping documentation and pack outgoing shipments.	All outgoing shipments delivered to central shipping location no later than target ship date	1% Lot = Number of outgoing shipments per year
C-11.3.2.4	The Service Provider shall process customer turn-ins of supplies and equipment.	All turn-ins processed within 3 working days of receipt of item(s) turned in	5% Lot = Number of turn-ins processed per year

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PRD PARA	SERVICE PERFORMED	PERFORMANCE STANDARD	MAX ERROR RATE
C-11.3.3.2	The Service Provider shall validate and process customer receipts for supplies and equipment.	Forward issue form within 72 hours of validating receipt	5% Lot = Number of receipts validated per quarter
C-11.3.3.2	The Service Provider shall validate and process customer receipts for supplies and equipment.	Process customer receipt through automated supply within 2 working days of receipt	5% Lot = Number of receipts processed per quarter
C-11.3.3.4	The Service Provider shall receive, edit, and process adjustment documents.	Process adjustment documents within 24 hours of receipt	3% Lot = Number of adjustment documents processed per quarter
C-11.3.3.5	The Service Provider shall generate, distribute, and submit reports as required.	All reports shall be error-free and distributed by established suspense date	5% Lot = Number of reports distributed per year
C-11.3.3.6	The Service Provider shall process requests for turn-in of supplies and equipment and update the automated supply system as required.	Process requests for turn-ins within 48 hours of receipt	5% Lot = Number of requests for turn-in per quarter
C-11.3.3.10	The Service Provider shall operate and maintain daily routine maintenance of automated supply systems.	SPBS-R , TAMMIS, and SARSS systems updated and operational 24 hours/day, 7 days/wk	10% Lot = Number of hours system is operational per year
C-11.3.5.3	The Service Provider shall accept turn-ins of OCIE	Soldiers shall be out-processed within 1 hour of arrival to CIF	5% Lot = Number of soldiers out-processed per quarter
C-11.3.5.4	The Service Provider shall perform proper distribution of items turned-in but not placed back into stock.	All OCIE items available for issue shall be clean and serviceable	1% Lot = Number of OCIE items available for issue
C-11.3.5.5	The Service Provider shall provide input, coordinate, prepare and submit reports as required	All reports submitted by established suspense date	10% Lot = number of reports submitted per year
C-11.3.6.2	The Service Provider shall review and approve monthly menus.	All monthly menus distributed to dining facilities no later than 15 working days prior to first day of next month	10% Lot = Number of monthly menus distributed per year

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PRD PARA	SERVICE PERFORMED	PERFORMANCE STANDARD	MAX ERROR RATE
C-11.3.7.1	The Service Provider shall extract and process daily subsistence orders for dining facilities through the Army Food Management Information System (AFMIS) and coordinate deliveries of items.	All daily subsistence orders received shall be submitted to appropriate source of supply no later than 11:00 A.M. Central Time	10% Lot = Number of daily subsistence orders submitted per year
C-11.3.7.1	The Service Provider shall extract and process daily subsistence orders for dining facilities through the Army Food Management Information System (AFMIS) and coordinate deliveries of items.	All daily subsistence orders processed manually shall be error-free	5% Lot = Number of subsistence orders processed manually per year
C-11.3.8.1	The Service Provider shall perform routine AFMIS and ACIF functional maintenance.	AFMIS updated and operational 24 hours, 7 days a week, 52 weeks per year	0.5% Lot = Number of hours AFMIS System operational per year

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